



Interviewer Guide: Resident Survey

Target Population

- All residents of LTC homes, who have the cognitive capacity to respond to the survey, are eligible to participate.

Confidentiality

- It is recommended that the interviewer is not someone who provides direct care or services to the person being interviewed
- Do not conduct interview with family member present unless there is a specific request from the resident
- Resident's responses must be kept confidential
- Keep resident lists confidential and in a secure place (this includes completed surveys)
 - If a survey tracking form is used, it should be destroyed once the site report is received
- Reassure participants that they will not be identified in any reports and their individual responses will be kept confidential

Consent

Informational Consent:

- Invite the resident to take part in the survey
- Participation is voluntary and they may stop at any time
- Confidentiality: resident name does not appear on the survey form and individual responses will be kept confidential
- Confirm that the resident would like to participate
- Suggest developing a standard text (see script below) that can be used for all interviews

Formal Consent Form:

If a formal process/procedure to perform consent applies at your site, include points above on the consent form which is signed by the resident and interviewer.

Refusals

- if the resident understands the purpose of the interview and is not interested, consider this a "firm" refusal and do not re-approach
- resident who initially refuses- asks you to come back at another time may be approached on another day
- "3 tries rule": if the interview is postponed 3 times, consider the third time to be a refusal
- Use the resident tracking sheet to document attempts to interview the resident and completed surveys

The Interview



- Check in with the staff on the unit who know the resident best to ensure it is an appropriate time to interview the resident
- Introduce self to the resident
 - knock on the resident's room door and ask permission to enter. Introduce yourself in a warm and friendly manner, and ask how they would like to be addressed.
- Interview the resident in a private area
- Assess the environment- e.g., television, radio turned off
- Explain purpose of the survey (see script below)
- Once you have consent from the resident, proceed with the interview
- Language Access- central intake line 204-788-8585
- Length of interview- varies from resident to resident
 - If the person needs “a break” try to complete the survey within the next 24 hours, can be resumed up to 7 days after initiating it; otherwise, start again or consider it “partially incomplete”
- Hearing aids and glasses are worn by the resident as appropriate
- Sit within close range (do not stand over the person)
- Be aware of personal space
- If there is difficulty with hearing, speak in a lower pitch (deeper) voice and ensure you are facing the resident
- Use the Survey Response Options document to share the choices with the resident
- Ask only one statement at a time. If the resident struggles with understanding the first time, read more slowly and clearly.
- Give the person time to answer
- Extensive comments from the resident: listen politely and refocus the conversation indicating a need to complete the survey and once completed can return to that item

Recording a response

- Residents are asked to select one of seven responses which best reflects their perspective of the statement
- You may repeat the statement up to 3 times. If there is no response, or the resident says something that is not understood or the resident chooses not to respond use the code “unsure”
- Use clarification to assist in understanding the survey items e.g. “I am looking for responses that best apply to you”
- If repeated clarification is required for the resident to understand and respond to statements, consider pausing the interview. Discuss these situations with the primary contact for the site and re-evaluate if the resident is appropriate for the survey interview.

Protocols for disclosure

- Review protocols should the resident raise concerns about safety, security, or well-being of themselves or others
 - safety concerns examples- person reports thoughts of suicide or self-harm, wanting to harm others, being a victim of abuse
- Advising the person that concerns raised related to safety will be discussed with others
- Interviewer should know who to contact at the site to report concerns



Data Entry

English Survey:



<https://wrha.mb.ca/ltc-experience-survey/>

French Survey:



<https://wrha.mb.ca/fr/sondage-des-foyers-de-soins-de-longue-duree/>

- Each survey is entered separately
- If using WRHA Volunteers, ensure the hard copy surveys are returned to the site contact at the end of each day.
- If the WRHA Volunteer is unable to enter the survey results in a timely manner site will enter the results.
- Keep hard copies of surveys (as applicable) until the site report/ final regional report is received. Destroy completed surveys once final report has been received.

Resident Survey Tracking Sheet

- Ensure the information on the resident survey tracking sheet is completed for each resident approached for an interview
- If there are residents where follow up is required to continue the interview at a later time, ensure the unique resident ID# is indicated on the front page of the partially completed hard copy survey. Do Not Use the resident's room #, or resident's name or resident's initials as the indicator on the hard copy survey



- The unique resident ID is only indicated on the surveys that require follow up at a later time i.e., interviewer needs to return to complete the survey at a later time.
- At the end of the survey process each site will be asked to provide a summary of the outcome of the interviews
- Keep the tracking tool until the site report/final regional report is received

Script - Explain the survey briefly and in simple terms:

The Winnipeg Regional Health Authority and (insert name of LTC site) are collecting feedback from residents and families about their experience in long-term care. The results of the survey will be used to improve care experiences. The survey covers a variety of topics including communication with care staff, food and meal-time services, the home environment, activities and overall satisfaction with the care experience.

Your participation in the survey is entirely voluntary and you can choose not to respond to a statement or stop the survey at any time. No personal information or personal health information that could identify you will be included in the survey response.

Your name does not appear on the survey form and the survey responses are kept confidential. However, if you have a concern about your safety or the safety of another resident, I am legally required to report these concerns as soon as possible.

Overall summary results will be shared with the WRHA and the personal care home.

Would you be willing to complete the survey with me now?

Once you confirm that the resident would like to participate, proceed with the survey.

During the survey, should the resident voice general complaints/concerns explain the following:

Please note this survey is intended to collect general themes about your personal care home care experience. It is not designed to gather specific complaints regarding the care of a resident. To report specific resident care concerns, please follow the official complaints process for your home. (Insert name of site) has a complaint process which is posted (insert location). You may also contact WRHA Client Relations at 204-926-7825.

At the end of the survey, thank the resident for participating:

Thank you for sharing your perspective with us. Your feedback on this survey helps us gather valuable information about the programs and services we provide.